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SECTION 3

EXISTING SERVICES

3.1 OVERVIEW

The DGS/TD has an established joint-bid MSA contract with SBC and MCI for a range of telecommunications services. The DGS/TD manages the use of the MSA by customer agencies, and designates some services as non-delegated. These non-delegated services require DGS/TD review and approval prior to agency acquisition. The DGS/TD uses contractor provided contract management support systems, reports, and periodic random agency audits to monitor and administer contract usage for services. In addition, where contracted services do not meet customer requirements, and are not or can not be made available, non-exempt customers can request exemptions from use of the MSA. Refer to state MM 04-08 for more information as noted in RFP Section I, Page 1.

The contractor provides service provisioning, network operation, maintenance, and client billing for all services without direct State staff involvement. The DGS/TD's role is one of contract management and oversight, and as a strong customer advocate in overseeing the outcomes and results.

3.2 CALNET-I GENERAL ATTRIBUTES

The current CALNET-I contract includes a number of significant attributes. Not all of these attributes will be carried forward into the CALNET-II contract as a result of this RFP.

Some of the current attributes of CALNET-I that are expected to be carried forward into CALNET-II are listed below: (Note that this is not an all inclusive list.)

- A single contract for designated services, statewide
- The ability to offer services to eligible tax supported local agencies
- Authorized eligible local agencies place orders via an Authorization To Order (ATO) process that requires DGS/TD approval
- Extensive and ongoing administrative and contract management oversight by DGS/TD
- An administrative fee for most CALNET services to be paid to DGS/TD
- A single point of contractor contact for all customer services, e.g., ordering, provisioning, trouble resolution, reporting, invoicing, etcetera
- Voice service discounts and inter-office functionality for specific consolidated service areas, e.g., city-wide-central office exchange services
- Agencies currently mandated to use the CALNET-I MSA will be transitioned to the new CALNET-II MSA. Many other users of the contract are expected to elect to use the new MSA, and will also need to be transitioned

Some of the current attributes of CALNET-I that will **not** be carried forward into CALNET-II are listed below: (Note that this is not an all inclusive list.)

- Joint bid/contractor relationship
- Exclusive MSA for CALNET services
- Requirements for private, dedicated, network configurations
- Significant offerings of voice and data customer premise equipment
- Contractor use of the DGS downtown Sacramento fiber loop
- Complex wiring services
- A Statewide Integrated Billing System (SIBS)
- Separately priced services for in-franchise and out-of-franchise territories

3.3 SERVICE TYPES

A variety of telecommunications services are offered to State and local agencies via the CALNET-I contract. Bidders may review these services by accessing web pages referenced at the DGS/TD CALNET-II homepage:

<http://www.td.dgs.ca.gov/Services/ONS/CALNETIIHomepage.htm>.

Some of these links are listed below. Note that these links and their associated web pages are not a part of this RFP, and are available to the public.

The CALNET-II Request for Information (RFI) issued by DGS/TD on March 8, 2004 can be viewed at:

<http://www.td.dgs.ca.gov/Services/ONS/Calnet2rfiarchive.htm>

For a general description of the CALNET-I services, refer to Section 3 the CALNET-II RFI, which can be viewed at:

<http://www.documents.dgs.ca.gov/td/ons/CALNET II\RFI\Section3.pdf>

Also included in the RFI is a table of monthly quantities of usage, and a table of network monitoring and reporting tools. These tables can be viewed at:

<http://www.documents.dgs.ca.gov/td/ons/CALNET II\RFI\TableA.pdf>

<http://www.documents.dgs.ca.gov/td/ons/CALNET II\RFI\TableB.pdf>

Additional information about the CALNET-I contract can be found at:

<http://www.td.dgs.ca.gov/Services/ONS/aboutcalnet.htm>

For CALNET-I contract terms and pricing, refer to the SBC CALNET website at:

<https://ebiznet.sbc.com/calnetinfo/>

DGS cautions all Bidders to carefully review the information on these sites in order to better understand the current administrative and service environment. The successful Bidder will be required to seamlessly transition CALNET-I customers from their existing services to equivalent services offered by the CALNET-II Contractor.

A general listing of CALNET-I voice, data, and other services follow. Note that although almost all of these services will be required in CALNET-II, a few will not be required. For detailed specifications of those services that will be required under CALNET-II, refer to Section 6 of this RFP.

3.3.1 Voice Services

Current CALNET-I voice services include the following:

Voice Network Services:

- Local Usage
- Long Distance
- Disaster Readiness
- Advanced Intelligent Network Services
- Enhanced Toll Free Services
- 800 Enhanced Call Routing
- 900 Services
- Network Call Redirect
- Operator Services
- Calling Card and Prepaid Calling Card
- Teleconferencing – Audio

Line Side Services:

- Business Line Service
- Local Consolidated Centrex Services
- Non-Consolidated Centrex Services
- Integrated Services Digital Network
- Account Codes
- Private Branch Exchange Trunks
- Supertrunk
- Voice Mail
- Customer Local Area Signaling Services (Class)

- Interactive Voice Response
- Automated Attendant
- Voice Forms
- Fax On Demand
- Fax Reply
- Automatic Call Distribution
- Announcements/Music In Queue
- Management Information System
- Computer Telephony Interface
- Intelligent Call Routing
- Network Automatic Call Distributor
- EDD Intelligent Call Routing

3.3.2 Data Services

Current CALNET-I data services include the following:

Dedicated Services:

- Analog Service
- DS0, DS1 and DS3 Services
- Optical Carrier Service (OC-X)
- Gigabit Ethernet Metropolitan Area Network
- Extended Dedicated Services

- Synchronous Optical Network Ring and Access Services
- ISDN Basic Rate and Primary Rate
- Switched 56
- Virtual Point Of Presence - Dial Access Service
- Frame Relay and Asynchronous Transfer Mode Data Services
- InterLATA Frame Relay and Asynchronous Transfer Mode Data Services
- Virtual Private Network
- Extended ATM Services
- Digital Subscriber Line
- Video Conferencing
- Xstream Services
- Security Standards
- Disaster Recovery, Emergency Operations, Fault Recovery
- Customer Service, Public Access and Electronic Provisioning of Service

3.3.3 Other Services

Other services or requirements currently a part of CALNET-I services include the following:

Building Wiring Installation Services
State Fiber Loop Facilities
State Outside Plant Copper Facilities
Lease Back Of State Property
Optional Customer Premise Equipment and Support Services Equipment
End User Customer Premise Equipment Support
End User Support: General, Planning, Design, Provisioning and Implementation
Marketing Services
Training
Network Operations, Maintenance and Management
Invoicing Services
Requirements Associated with State Management and Oversight

3.4 SERVICE QUANTITIES AND LOCATIONS

Estimates of existing CALNET services by location are provided in Exhibits 3-A through 3-P. These exhibits include estimates for both voice and data services. The list of services and locations in Exhibits 3-A through 3-P should not be considered to be complete, nor entirely accurate. These lists are provided to give Bidders a general idea of the extent of service deployment under CALNET-I. In addition, the State does not have an estimate of the number of **proprietary** telephone sets in use by CALNET-I customers.

The State will provide more detailed quantities and locations of services and equipment to **pre-qualified** Bidders as part of the RFP process. The DGS/TD will also work closely with the CALNET-II Contractor while they conduct its analysis of service requirements during the transition period.